



**DIFFICULT PEOPLE
MADE EASY**

Mediation Skills for Managers

Course Outline



Do you need to nip team conflict in the bud?

Sorting out conflict is one of the most challenging parts of being a supervisor or manager. After this workshop, you'll know how to meet that challenge. Learn what mediation is. Decide when it's appropriate for you to mediate and when you need additional help. Use a five step process for running a mediation session. Develop the skills to help team members discuss their needs and concerns collaboratively. See how to map a conflict and develop options for solving problems. Discuss ways of handling game-playing or negativity during the conflict resolution process. This course will raise your confidence and give you practical tools for mediating everyday workplace conflicts.

Why learn how to mediate team conflicts?

Whenever a group of people works together, the potential for conflict exists. This means that every manager needs to know the basics of conflict resolution and mediation. Developing your mediation skills will help you:

- Prevent your people getting stuck in a spiral of conflict
- Take positive action to resolve conflict at an early stage
- Eliminate pointless debates about who is right and wrong
- Enable your people to be honest about their feelings and concerns in a safe environment
- Stop conflict from disrupting your team and undermining performance
- Encourage your staff to work collaboratively on solving their problems

What will you learn in this course?

You'll come out of this session with practical tools for managing conflict between team members. Discover why mediation reaps results. Hear what experts in conflict management know about getting positive results from workplace mediation sessions. Learn how to:

- Frame and establish your role as mediator
- Plan and lead the mediation process, using a five step process
- Isolate and address key issues in complex conflicts
- Draw out and 'map' the perspectives of each party in a dispute
- Help the people engaged in a conflict to develop mutually agreeable options
- Respond to the psychological games people may play during mediation sessions

The information covered in this course comes from the field of applied psychology and conflict resolution. You'll cover models such as:

- Alternative dispute resolution process
- Harvard negotiation model
- Conflict mapping process
- Collaborative problem solving
- Behaviour management techniques

How can put your learning to use?

The practical focus of this course means that you can use what you learn immediately. Mediation techniques can be used to handle small group conflicts, sort out disputes between individuals, address team dynamics problems, build collaborative options for team action and set goals for change.

What topics will you cover?

Topic one: What is mediation?

Mediation can help your people resolve conflict without needing a 'ruling' from you. Unlike other conflict management methods, mediation helps the parties caught up in the conflict to sort the matter out between themselves. During mediation, the people (or groups) involved in a conflict are brought together to talk over the problem face-to-face. As a mediator, you facilitate this discussion.

Topic two: Your role as mediator

Understanding the boundaries of your role is crucial for your success as a mediator. You must act as an independent and neutral third party. You can't afford to show any bias. And you need to understand how to set up, direct and close the conversation in a positive way. During this section of the course, you'll learn how to establish your role as mediator. Then you'll see examples of good and bad mediators in action.

Topic three: Planning and structuring a mediation

Your job as mediator is to keep the conversation on-track and solution focussed. This can be a challenging task, especially when emotions run wild. So it pays to have a solid plan for your mediation session. Discuss the major steps of the mediation process. Hear what it takes to make each success work. Then learn how to create a mediation plan. Apply the concept of planning to a case study scenario, so you can work out the factors to take into account when preparing to lead a real life mediation session.

Topic four: Helping people focus on issues

Conflict resolution experts say every mediator should "focus on the issue, not the people." So how do you do this – especially when you have an existing relationship with the parties involved in the conflict you're mediating? This section of the course explores verbal techniques you can use to keep conversations issues focussed. It also covers tools you can use to draw out the factors impacting on a problem.

Topic five: Drawing out needs and concerns

In order to generate fair and workable options during negotiations, each party needs to share their own needs and concerns honestly and appropriately. This means you need to know how to set up a 'safe' environment for sharing perspectives. And if you're faced with angry or hostile people, you'll benefit from knowing how to help reframe attacking statements into appropriate expressions of need. This section of the course shows you how to do this by creating conflict maps and using verbal framing techniques.

Topic six: Guiding the solution building process

The aim of mediation is to create solutions which address all parties' needs. This requires tenacity and creativity. Solution building is about moving on from the past. To help people do it, you need to understand the psychology of problem solving. You also require skills in guiding the conversation in ways that open up possibilities for change. The questioning techniques and problem solving tools covered in this section of the course will help you make the most of this highly creative stage of mediation.

Topic seven: Dealing with difficult behaviours and attitudes

If people weren't ruled by their feelings, mediation would be a breeze. In this section of the course, you'll hear how to calm down angry people and set boundaries or limits on inappropriate behaviour during mediation sessions.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over one day. Book it for your team, if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of team based mediation You'll learn through a variety of methods including:

- Mini lectures
- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

Book Mediation Skills for Managers for delivery at YOUR workplace now